

Your Right to Privacy and Confidentiality

PCC protects the privacy of the personal, health and service information we receive while coordinating your care. Your information is used only to plan, coordinate and monitor your services, and it is shared only as the law allows or as you authorize.

Your privacy rights

- To have your records kept confidential and protected from people who are not authorized to see them. ^{[1][2][3]}
- To receive a Notice of Privacy Practices explaining how your information may be used and shared. ^[3]
- To see and get a copy of your record, and to ask PCC to correct information you believe is wrong. ^[3]
- To ask PCC to limit how your information is shared, and to be contacted in a confidential way (for example, at a different phone number or address). ^[3]
- To receive a list of certain disclosures of your information. ^[3]
- To have privacy during home visits and conversations, and to have your personal space respected. ^{[4][5]}

Who may see your record

Under Pennsylvania rules, your record may be seen without your written consent only by you, your legal guardian, a person holding your health care power of attorney or health care proxy, PCC staff who provide your services, and authorized agents of the Department of Human Services — or in an emergency or by court order. Other disclosures require your written permission unless otherwise permitted by law. ^{[1][2]}

How PCC protects your information

- Access to electronic systems (including HCSIS and MCO portals) is limited to staff who need it for their job and is protected by passwords and security controls. ^{[3][6]}
- Staff are trained on HIPAA and confidentiality at hire and annually, and sign confidentiality agreements. ^{[6][7]}
- Paper and electronic records are stored securely and disposed of safely. ^[3]

Questions or complaints about privacy

Contact PCC's Privacy Officer at 215-725-7200. You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. PCC will not retaliate against you for filing a privacy complaint. ^[8]

Who to contact

Patient Care Coordination, Inc. (PCC)	475 N. 5th Street, Suite 2A, Philadelphia, PA 19123
Phone	215-725-7200 (Mon–Fri, 9:00 a.m.–5:00 p.m.) · After hours: 215-725-7200, Option 9
TTY / Relay	711 (PA Relay) · Fax: 215-725-7201 · www.patientcarecoordination.com
PA Health & Wellness Participant Services (CHC)	1-844-626-6813 (TTY 711)
OLTL Participant Helpline (CHC, OBRA Waiver, Act 150)	1-800-757-5042
U.S. HHS Office for Civil Rights	1-800-368-1019 (TDD 1-800-537-7697) · OCRMail@hhs.gov · ocrportal.hhs.gov

Sources and citations

Numbers in brackets in the text refer to the authorities below. This document summarizes participant rights and is not legal advice; the governing regulations, agreements and notices control. Program-specific timeframes are stated on written notices and in the Participant Handbook.

- [1] 55 Pa. Code § 52.29 — Confidentiality of records.
- [2] 42 C.F.R. §§ 431.300–431.307 — Safeguarding information on Medicaid applicants and beneficiaries.
- [3] 45 C.F.R. Parts 160 and 164, Subparts A and E (HIPAA Privacy Rule), incl. § 164.520 (notice of privacy practices), § 164.522 (restrictions and confidential communications), § 164.524 (access), § 164.526 (amendment) and § 164.528 (accounting of disclosures).
- [4] 42 C.F.R. § 438.100 — Enrollee rights (Medicaid managed care), incl. § 438.100(b)(2) (respect, dignity, privacy; participation in decisions) and § 438.100(c) (free exercise of rights without adverse treatment); § 438.100(d) (compliance with Title VI, the Age Discrimination Act, Section 504, the ADA and Section 1557).
- [5] 42 C.F.R. § 441.301(c) — Home and community-based services: person-centered planning process (c)(1), person-centered service plan (c)(2), review of the plan (c)(3), and HCBS settings requirements including privacy, dignity, respect and freedom from coercion (c)(4).
- [6] NCQA, Accreditation of Case Management for LTSS — Standards and Guidelines: privacy protections for individuals' data (Assessment Process) and Rights and Responsibilities.
- [7] Community HealthChoices Agreement (effective January 1, 2026) — Confidentiality provisions and Exhibit B(1), DHS Addendum to Standard Contract Terms and Conditions.
- [8] 45 C.F.R. § 160.316 — Prohibition on intimidation or retaliation for filing a HIPAA complaint.